



## **Dodge Company Return Policy and Procedure:**

**Please contact Dodge Customer Service to work out arrangements for all returns and exchanges.**

Products must be returned in good, unused condition, preferably in the original packaging. Custom orders are NOT returnable.

**Returns will be accepted up to 6 months from date of receipt of product.**

### **Stocked Items Being Returned –**

- A **Dodge Return Authorization** will be issued if an item is defective or damaged, or if we shipped it in error. We will gladly exchange or issue a full refund/credit including shipping costs for that item when returned within 30 days of your signed delivery. Please allow 2 – 3 weeks for your Return Authorization paperwork to arrive in the mail.

- A **Dodge Return Authorization** will be issued for Dodge products you wish to return that are not defective or damaged and returned within 30 days of receipt. You will receive a refund/credit for merchandise minus shipping charges. If Dodge products that are not defective or damaged are returned **after** 30 days of receipt, you will receive a refund/credit for the merchandise minus a 10% restocking fee per item and shipping charges.

### **Non-Stocked Items Being Returned –**

Non-stocked items must be returned **directly** to the manufacturer. Please notify Dodge within 30 days of receipt to arrange for Return Authorization. Please allow up to 4 weeks for your Return Authorization paperwork to arrive in the mail. Credit will be issued upon receipt and inspection by the manufacturer. For returns other than for defects, damages, or shipping errors, manufacturers' restocking fees (which range from 10-25% of the value of the product) and shipping fees will be deducted from your refund/credit.